

QUALITY OF SERVICE REPORT - NEW HAMPSHIRE

**FairPoint NNE
Monthly Service Quality Report**

	Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.
<i>Installation of Service</i>														
1 Percent Installation orders appointed w/in 3 days	2007													93.60
	2008	90%			91.56	89.12								90.34
2 Percent Meet Installation Appointments	2007													97.40
Company Reasons	2008	90%			98.71	99.12								98.92
3 Total Held Orders on Hand - Month end	2007													27
	2008	track			14	11								13
4 Held Orders over 30 days	2007	6/mo.												2
	2008	*30/25/20			1	2								2
4a Average Delay Days	2007													12.13
	2008				6.54	11.78								9.16
5 Number of installation orders	2007													16,432
	2008				12,868	16,676								14,772
5a Access Line Inward Movement per ALIS - located	2007													64,785
	2008				3,967	3882								7,849
<i>Company Accessibility</i>														
6 % Toll & Assist answer time within 10 seconds	2007													3.0
average speed of answer (seconds)	2007													94.8
% Toll & Assist answer time within 10 seconds	2008				1.2	1.4								1.3
average speed of answer (seconds)	2008				98	97.5								97.8
% Toll & Assist answer time within 10 seconds														
7 % Directory Assistance answer within 10 sec.	2007													3.7
average speed of answer (seconds)	2007													92.6
% Directory Assistance answer within 10 sec.	2008				2.7	2.1								2.4
average speed of answer (seconds)	2008				95.6	97.7								96.7
% Directory Assistance answer within 10 sec.														
8 % Repair Service answer within 20 sec.	2007													5.0
average speed of answer	2007													86.9
% Repair Service answer within 20 sec.	2008				7.0	5								6.0
average speed of answer	2008				93.00	92.3								92.7
% Repair Service answer within 20 sec.														
8a % of calls to a repair number that are abandoned	2007													1.4%
	2008				1.4%	1.3%								1.4%
9a General Consumer Provisioning -Top Three (Outstanding, Very Good & Satisfied response)	2007													95
	2008				100	100								100
10a General Business Provisioning - Top Three (Outstanding, Very Good & Satisfied response)	2007													91
	2008				83	92								88

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Network Call Completion

11 Peak Period Central Office Performance	see separate report														
Customer Trouble Reports		Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.
12 Total Report Rate including subsequents		2007													1.85
		2008	2			1.25	1.17								1.21
12a See Attachment 1 for list of exchanges >2.5															
13 Percent Out of Service Cleared within 24 hours (Sundays excluded)		2007													68.86
	North	2008				85.07	85.16								85.12
	South	2008				86.53	85.17								85.85
	Ttoal	2008				85.75	85.17								85.46
14 # of Out of Service Cleared within 24 hours		2007													4,751
	North District	2008				1,808	1,727								1,768
	South District	2008				1,613	1,375								1,494
	Total	2008	track			3421	3102								3,262
15a Average Completion Time for Repairs (hours)		2007	track												24.58
		2008	*27/25			16.23	17.04								16.64
15b Estimated Average Complition Time for Repair (hours) (Sundays excluded)		2007													21.30
		2008				14.02	14.97								14.50
16 Percent met repair appointments		2007													79.71
	North	2008				87.80	88.43								88.12
	South	2008	90%			89.41	87.76								88.59
	total	2008	* 78/80			88.61	88.10								88.36
ALIS		2,007													517,135
		2,008				470,222	464,350								467,286

FairPoint-05-31-08-PUC SQL May 2008.xls

Held Orders > 30 days

Attachment 2
Item 4

Jan 2008	Feb 2008	Mar 2008	April 2008 Candia	May 2008 Candia Concord	June 2008	July 2008	Aug 2008	Sept 2008	Oct 2008	Nov 2008	Dec 2008
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